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**Customer Service Representative**

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**SUMMARY OF QUALIFICATIONS**

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|--------------------|-------------------|---------------------|
| ▪ Detail oriented  | ▪ Software Skills | ▪ Strong Work Ethic |
| ▪ Data Management  | ▪ Cash Handling   | ▪ Strong Leader     |
| ▪ Customer Service | ▪ Problem Solver  | ▪ Punctual          |

**EMPLOYMENT BACKGROUND**

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|--|--|--------------------|
| <b>Volunteer</b>   | <i>Parisi House on the Hill, San Jose, CA</i>  | <b>11/15-06/16</b> |
| <ul style="list-style-type: none"> <li>▪ Maintained supplies in stock room</li> <li>▪ Loaded and unloaded cleaning supplies off van</li> <li>▪ Consolidated and cleaned recycling area</li> <li>▪ Prepared kitchen space for "Celebrating Families" event</li> <li>▪ Assisted facility manager in program projects</li> </ul>  |  |                    |
| <b>Home Health Aide</b>  | <i>Elvi Ruottinen, Santa Fe, NM</i>            | <b>03/10-02/12</b> |
| <ul style="list-style-type: none"> <li>▪ Assisted client with activities of daily living</li> <li>▪ Provided companionship</li> <li>▪ Prepared meals</li> <li>▪ Charted daily shift notes to communicate with coworkers</li> <li>▪ Established healthy daily routine with client</li> <li>▪ Demonstrated positive, responsible attitude</li> <li>▪ Maintained clean and safe environment</li> </ul>  |  |                    |
| <b>Customer Service Rep.</b>   | <i>Goodwill, West Haven, CT</i>                | <b>10/06-08/07</b> |
| <ul style="list-style-type: none"> <li>▪ Provided excellent customer service</li> <li>▪ Operated cash register</li> <li>▪ Processed debit/ credit transaction</li> <li>▪ Maintained clean and safe work area</li> <li>▪ Rotated clothing on racks and stocked merchandise on shelves</li> <li>▪ Greeted and assisted customers with their needs and questions</li> <li>▪ Printed end of shift reports and counted cash drawer</li> </ul>   |  |                    |
| <b>Customer Service Rep.</b>   | <i>Travel Centers of America, Branford, CT</i> | <b>02/03-11/03</b> |
| <ul style="list-style-type: none"> <li>▪ Operated cash register</li> <li>▪ Processed debit/ credit transaction</li> <li>▪ Counted cash drawer before and after each shift and printed end of shift reports</li> <li>▪ Cashed COM- checks for truckers</li> <li>▪ Weighed trucks using CAT scale</li> <li>▪ Maintained clean and safe work area and sales floor</li> <li>▪ Stocked merchandise front facing items on shelves</li> <li>▪ Maintained gasoline pumps for customers</li> <li>▪ Processed Lotto ticket transactions</li> </ul> |  |                    |
| <b>Diesel Cashier</b>  | <i>Pilot Travel Centers, Milford, CT</i>       | <b>2002-2003</b>   |
| <ul style="list-style-type: none"> <li>▪ Operated cash register and processed debit/ credit transaction</li> <li>▪ Maintained clean and safe work area and sales floor</li> <li>▪ Maintained gasoline pumps for customers</li> <li>▪ Cashed COM- checks for truckers</li> <li>▪ Counted cash drawer before and after each shift and printed end of shift reports</li> <li>▪ Provided excellent customer service was promoted after first week on job</li> </ul>  |  |                    |



## Dishwasher Test

Score / 10

8/10 = 80%

- C 1) After washing your hands, which item should be used to dry them?
- a) Clean apron
  - b) Sanitized wiping cloth
  - c) Single use paper towel
  - d) Common used cloth
- C 2) While washing dishes by hand, which item should you wear?
- a) Cutting glove
  - b) Oven Mitt
  - c) Rubber glove
  - d) Nothing
- D 3) When should you wash your hands?
- a) Before you start work
  - b) After handling non-food items (garbage, money, cleaning chemicals)
  - c) After using the restroom
  - d) All of the above
- B 4) If you need to move a heavy load, you should PULL and not PUSH the object.
- a) True
  - b) False
- E 5) Which of the following could you be at risk for getting burned from?
- a) Steam from boiling pots
  - b) Hot liquids (coffee, soup, tea)
  - c) Hot equipment (ovens, pots, chaffing dishes)
  - d) Harsh chemicals
  - e) All of the above
- A 6) All work-related injuries, accidents or illnesses should be reported immediately to the supervisor on duty.
- a) True
  - b) False
- C 7) What should you do if you spill liquids or see a liquid spill?
- a) Leave it for someone else to clean-up
  - b) Wait until the end of your shift to clean it
  - c) Flag the spill and clean it immediately
  - d) Not sure
- C 8) When handling hot items you should?
- a) Wear rubber gloves
  - b) No need to wear anything
  - c) Use an oven mitt or dry cloth towel
  - d) Nothing
- D 9) If you are using a three-compartment sink for cleaning and sanitizing, the second sink is used for?
- a) Rinsing
  - b) Scraping
  - c) Washing
  - d) Sanitizing
- B 10) What is the proper method for cleaning and sanitizing stationary equipment?
- a) Spray with a strong cleaning solution and wipe with a sanitized cloth
  - b) Spray with a sanitizing solution, then rinse with clean water and dry
  - c) Wash and rinse, then wipe or spray with a chemical-sanitizing solution
  - d) Brush off loose soil with a clean cloth, then wipe with a sanitizing solution



**Cashier Test**

**Score / 15**

$$13/15 = 87.1$$

- B 1) A roll of quarters is worth?  
a) \$5.00  
b) \$10.00  
c) \$15.00  
d) \$20.00
- A 2) A roll of dimes is worth?  
a) \$5.00  
b) \$4.00  
c) \$3.00  
d) \$2.00
- D 3) A roll of nickels is worth?  
a) \$8.00  
b) \$6.00  
c) \$4.00  
d) \$2.00
- C 4) A roll of pennies is worth?  
a) \$1.00  
b) \$0.75  
c) \$0.50  
d) \$0.25
- C 5) What does POS stand for?  
a) Patience over standards  
b) Percentage of sales  
c) Point of sales  
d) People over service
- 8.75  
7% 6) What is the current sales tax rate in your city San Jose?
- C 7) A customer buys a bowl of soup for \$1.25, an apple \$0.90 and a soda is \$0.79. If you are given \$10.00 how much change should you give back?  
a) \$4.06  
b) \$2.06  
c) \$7.06  
d) \$5.06
- B 8) A customer buys two shirts for 10.50 each and two ball caps for \$7.25 each. If you are given \$50.00 how much change should you give back?  
a) \$19.50  
b) \$14.50  
c) \$9.50  
d) \$4.50
- D 9) A customer buys soda for \$3.75 and a hot dog for \$4.25. If you are given \$20.00 how much change should you give back?  
a) \$6.00  
b) \$8.00  
c) \$10.00  
d) \$12.00
- A 10) A customer buys two hamburgers at \$3.75 each, two bags of chips at \$1.25 each, two cookies at \$2.50 each and two sodas at \$3.25 each. If you are given \$100.00 how much change should you give back?  
a) \$78.50  
b) \$58.50  
c) \$38.50  
d) \$28.50

- A 11) Counterfeit pens should be used on which three denominations?
- a) \$20, \$50, \$100
  - b) \$10, \$20, \$50
  - c) \$5, \$50, \$100
  - d) \$10, \$20, \$50
- A 12) How many times should you count change when giving it to the customer?
- a) one
  - ☒ b) two
  - c) three
  - d) no need to count

**Question & Answer:**

- 13) What is the minimum age for legal alcohol purchases? 21
- 14) What are the acceptable forms of ID for alcohol purchases? Drivers license, Passport, State ID
- 15) How many \$20 bills are in a bank band? 100

**NOTICE TO EMPLOYEE***Labor Code section 2810.5***EMPLOYEE**Employee Name: ERICKA QUAGLIANIStart Date: 3/17/17**EMPLOYER**Legal Name of Hiring Employer: S.E ScherIs hiring employer a staffing agency/business (e.g., Temporary Services Agency; Employee Leasing Company; or Professional Employer Organization [PEO])? ☐ Yes ☐ No

Other Names Hiring Employer is "doing business as" (if applicable):

Acrobat Outsourcing

Physical Address of Hiring Employer's Main Office:

665 Third St. Suite 415, San Francisco, CA. 94107Hiring Employer's Mailing Address (if different than above):  
Hiring Employer's Telephone Number: 415-431-8826

If the hiring employer is a staffing agency/business (above box checked "Yes"), the following is the other entity for whom this employee will perform work:

Name: Physical Address of Main Office: Mailing Address: Telephone Number: **WAGE INFORMATION**Rate(s) of Pay: \$13.00 \$14 Overtime Rate(s) of Pay: \$19.50 \$21Rate by (check box): ☒ Hour ☐ Shift ☐ Day ☐ Week ☐ Salary ☐ Piece rate ☐ Commission☐ Other (provide specifics): Does a written agreement exist providing the rate(s) of pay? (check box) ☒ Yes ☐ NoIf yes, are all rate(s) of pay and bases thereof contained in that written agreement? ☐ Yes ☐ NoAllowances, if any, claimed as part of minimum wage (including meal or lodging allowances):  

(If the employee has signed the acknowledgment of receipt below, it does not constitute a "voluntary written agreement" as required under the law between the employer and employee in order to credit any meals or lodging against the minimum wage. Any such voluntary written agreement must be evidenced by a separate document.)

Regular Payday: FRIDAY

## WORKERS' COMPENSATION

Insurance Carrier's Name: Integro USA Inc. dba Integro Insurance Brokers

Address: 1 State Street Plaza, 9<sup>th</sup> floor, New York, NY. 10004

Telephone Number: 212-295-5440

Policy No.: LDC4042609 AOS

☐ Self-Insured (Labor Code 3700) and Certificate Number for Consent to Self-Insure: \_\_\_\_\_

## PAID SICK LEAVE

Unless exempt, the employee identified on this notice is entitled to minimum requirements for paid sick leave under state law which provides that an employee:

- a. May accrue paid sick leave and may request and use up to 3 days or 24 hours of accrued paid sick leave per year;
- b. May not be terminated or retaliated against for using or requesting the use of accrued paid sick leave; and
- c. Has the right to file a complaint against an employer who retaliates or discriminates against an employee for
  1. requesting or using accrued sick days;
  2. attempting to exercise the right to use accrued paid sick days;
  3. filing a complaint or alleging a violation of Article 1.5 section 245 et seq. of the California Labor Code;
  4. cooperating in an investigation or prosecution of an alleged violation of this Article or opposing any policy or practice or act that is prohibited by Article 1.5 section 245 et seq. of the California Labor Code.

The following applies to the employee identified on this notice: *(Check one box)*

- ☒ 1. Accrues paid sick leave only pursuant to the minimum requirements stated in Labor Code §245 et seq. with no other employer policy providing additional or different terms for accrual and use of paid sick leave.
- ☐ 2. Accrues paid sick leave pursuant to the employer's policy which satisfies or exceeds the accrual, carryover, and use requirements of Labor Code §246.
- ☐ 3. Employer provides no less than 24 hours (or 3 days) of paid sick leave at the beginning of each 12-month period.
- ☐ 4. The employee is exempt from paid sick leave protection by Labor Code §245.5. (State exemption and specific subsection for exemption): \_\_\_\_\_

## ACKNOWLEDGEMENT OF RECEIPT

*(Optional)*

Erika Komatsu

(PRINT NAME of Employer representative)

(SIGNATURE of Employer Representative)

(Date)

3/17/17

ERICKA QUAGLIANI

(PRINT NAME of Employee)

(SIGNATURE of Employee)

(Date)

03/17/17

The employee's signature on this notice merely constitutes acknowledgement of receipt.

Labor Code section 2810.5(b) requires that the employer notify you in writing of any changes to the information set forth in this Notice within seven calendar days after the time of the changes, unless one of the following applies: (a) All changes are reflected on a timely wage statement furnished in accordance with Labor Code section 226; (b) Notice of all changes is provided in another writing required by law within seven days of the changes.